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DATE: Tuesday, June 27, 2006 [Printable Copy](#) [Create Case](#)

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☐ 1. Document ID: US 6064973 A

L4: Entry 1 of 1

File: USPT

May 16, 2000

US-PAT-NO: 6064973

DOCUMENT-IDENTIFIER: US 6064973 A

** See image for [Certificate of Correction](#) **

TITLE: Context manager and method for a virtual sales and service center

DATE-ISSUED: May 16, 2000

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Smith; Jim	Charlotte	NC		
Adamczyk; Jim	Chicago	IL		
Pesavento; John	Charlotte	NC		

US-CL-CURRENT: [705/7](#); [705/8](#), [705/9](#)

ABSTRACT:

A context manager for providing a framework for enabling continuous customer access resource innovation by maximizing open business processes. The context manager allows multiple combinations of users to access various business processes through multiple types of customer access resources. The context manager includes a context manager management interface for creating a context manager object for a session, the context manager object providing a bridge from customer access resources to business processes and maintaining a context of the session across customer access resources.

34 Claims, 13 Drawing figures

Exemplary Claim Number: 1

Number of Drawing Sheets: 11

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	FIGS	Drawing
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